

## CUSTOMER SERVICE SPECIALIST - CoMMA

### General Statement of Duties

This position provides administrative support in support of the municipal auditorium, including box office, front of house, and customer services duties as well as various errands and logistical tasks. This is a “permanent part time” position that works 30 hours per week and is eligible for some pro-rated benefits.

### Distinguishing Features of the Class

An employee in this class is responsible for providing reception, primary box office and customer services during business and event hours. Employee also serves as the front business office/point of sale of the theater. Work includes maintaining records related to ticket sales and billing. Also includes assisting and advance marketing/public relations and artist and/or user hospitality. Significant tact and diplomacy in working with customers are required in the work. Work includes performing various routine administrative support tasks in person, by phone, computer, typing, copying and filing. Work is performed under the supervision of the CoMMA Director and is evaluated through observation, conferences, and the quality and effectiveness of work completed.

### Duties and Responsibilities

#### Essential Duties and Tasks

Acts as the primary receptionist via telephone and patron entrance. Provides and maintains all primary in-house, telephone, and online ticketing sales and services. Maintains and records all office records related to ticket sales and billing. Reconciles daily cash and credit sales. Assist and advance marketing/public relations and artist and/or user hospitality. Assist in distribution of posters, brochures and various market materials. Records and submits employee schedules to payroll. Schedules and maintains art gallery activities via gallery guild. Assist in setting up tables, chairs, and concessions for events. Assist in light janitorial and maintenance duties as needed. Perform miscellaneous errands and logistical tasks, including transporting artists to/from hotel and/or to/from the airport.

#### Additional Job Duties

Performs related duties as required.

### Recruitment and Selection Guidelines

#### Knowledges, Skills, and Abilities

- General knowledge of the policies, procedures, and processes of the City auditorium in operations, including handling customer services issues and concerns.
- Ability to communicate effectively in written and oral forms; in person, via internet, and by telephone.
- Ability to provide polite, courteous, and helpful customer service.
- Working knowledge of standard operating practices involved in modern office operation and serving the public.
- Working knowledge of computer, calculator, fax, copier and other equipment.
- Ability to process and complete necessary records, reports, and other paper work to provide quick and efficient customer service
- Ability to work flexible hours to accommodate needs of the auditorium and events.

#### Physical Requirements

Must be able to physically perform the basic life operational functions of stooping, reaching, standing, lifting, walking, fingering, grasping, feeling, talking, hearing and repetitive motions.

Must be able to perform sedentary work exerting up to 20 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.

Must possess the visual acuity to prepare data and statistics, work with accounting processes, operate a computer terminal, and make visual inspections.

Desirable Education and Experience

Graduation from high school, or a GED and some experience in customer services work and work using a computer, or an equivalent combination of education and experience. A valid driver's license is required.

Special Note: This generic class description gives an overview of the job class, its essential job functions, and recommended job requirements. However, for each individual position assigned to this class, there is available a completed job questionnaire with a physical abilities checklist that can give further details about that one specific position. Those documents should be reviewed before initiating a selection process. They can provide additional detailed information on which to base various personnel actions and can assist management in making legal and defensible personnel decisions.